



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

Applicant(s): J.L. Hellerstein et al.
Docket No.: YOR920010334US1
Serial No.: 09/896,254
Filing Date: June 29, 2001
Group: 2164
Examiner: Unassigned

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below and is addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.

Date of Deposit: **October 5, 2001**

Signature: Charles E. Ryan

Title: Automated Service Level Management
in Financial Terms

TRANSMITTAL OF FORMAL DRAWINGS

Assistant Commissioner for Patents
Washington, D.C. 20231

Attention: Official Draftsperson

Sir:

In response to the Notice to File Missing Parts dated August 20, 2001, Applicants submit herewith six (6) sheets of formal drawings to complete the above-referenced patent application.

A copy of the Notice is enclosed herewith. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **International Business Machines Corporation Deposit Account No. 50-0510** as required to correct the error.

Respectfully submitted,

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